

# Enterprise Incident Report June 2011

As of 7/5/2011

AGRC

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
AGRC	10	10
	5	5
Customer Company Total	10	10
	5	5

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
AGRC	10 5	10 5
Customer Company Total	10 5	10 5

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents  
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
AGRC	10 1.46	10 1.46
Customer Company Total	10 1.46	10 1.46

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents  
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
AGRC	10 4	10 4
Customer Company Total	10 4	10 4

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
AGRC	10 12.26	10 12.26
Customer Company Total	10 12.26	10 12.26

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## Detail

<b>INC000000320115</b>	Matt Peters Capitol Hosting	Application Matt Dunlap	Reporting AGRC	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.81 61.56
<b>INC000000323385</b>	Jessica Pechmann Capitol Desktop Support	Network Scott Wunderlich	Error AGRC	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.46
<b>INC000000325826</b>	Matt Peters Capitol Hosting	None Joe Benson	None AGRC	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.64
<b>INC000000327168</b>	Matt Peters Metro D Help Desk	Application Doug Brown	Password AGRC	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.29
<b>INC000000329035</b>	Matt Peters Network Operations	Application Kelli Okumura	None AGRC	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.17
<b>INC000000330828</b>	Matt Peters Capitol Desktop Support	PC/Laptop Brian Bintz	None AGRC	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.33 11.36
<b>INC000000332621</b>	Linda Ung Capitol Desktop Support	PC/Laptop Brian Bintz	Performance AGRC	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.67 3.62
<b>INC000000333379</b>	Matt Peters Capitol Desktop Support	PC/Laptop Brian Bintz	Error AGRC	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.27 20.96
<b>INC000000337831</b>	Matt Peters Capitol Hosting	Network Joe Benson	Error AGRC	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.91 1.91
<b>INC000000338224</b>	K Kelly Green Capitol Desktop Support	Network Brian Bintz	Virus AGRC	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.54 21.63